

ABSTRACT

The arrival of a customer at a service facility is detected automatically and a communication channel is opened between a computer operated by a service provider and a portable computing device carried by the customer. The computer operated by the service provider retrieves data relating to the customer from a database and transmits to the customer's portable computing device information relevant to a service to be provided to the customer. The present invention may be applied in the context of an airline terminal to help a customer cope with a delayed or canceled flight.